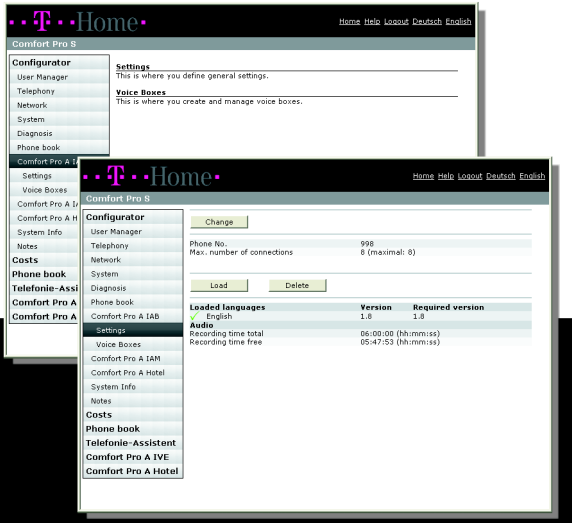
Comfort Pro A IAB

User Manual



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The Integrated Answering Machine: Comfort Pro A IAB

The **Comfort Pro A IAB** programme package is the intelligent voice-mail system of the Comfort Pro communications system. It adds a digital voice-memory and voice-information system to the Comfort Pro. Thanks to its enhanced features and simple operation, it can be used to effectively improve your internal and external voice communications.

The **Comfort Pro A IAB** programme provides you with an additional tool. It enables you to administer voiceboxes and access and process messages from them. You can use this tool not only as your personal call memory and task service but also as an electronic notebook, message centre and information distributor.

The answering machine is integrated into the communications system and allows you to work both on standard terminals (standard analogue telephones, ISDN telephones, cordless GAP telephones) and on the Comfort Pro's system terminals. Messages received from voiceboxes are displayed on system terminals and in the **Telefonie-Assistent** application of the communications system.

The voice menus of the **Comfort Pro A IAB** programme guide you through its operation step by step. On system terminals, certain features – such as playback and message deletion – are additionally supported by displays, and enhanced menu cards allow you to operate these functions faster and more easily.

In addition to using this internal answering machine, you can also use external voice-mail systems on the Comfort Pro. In order to use the **Comfort Pro A IAB** programme, you need an appropriate licence.

This user guide describes the **Comfort Pro A IAB** programme as an optional component of the Comfort Pro. It is designed for users as well as system administrators.

The individual chapters contain background information and concrete operating instructions which will help you to work with the **Comfort Pro A IAB** programme.

The graphic overview of the voice menus in the appendix to this user guide provides you with a summary of their available functions. It can also be separately printed out for use where necessary.

Note: This user guide describes the features and functions required for the operation of the **Comfort Pro A IAB** programme. It thus complements the Comfort Pro operating manuals relating to mounting and commissioning, corded and cordless system telephones used on the Comfort Pro and standard terminals, which provide you with detailed information on general operation and the functions of your communications system and your terminals.

Features

An intelligent voicebox system provides users with enhanced, easy-to-operate answering-machine- functions. The same operating procedures can be used with the **Comfort Pro A IAB** programme on corded and cordless system terminals and on standard DTMF (dual-tone multifrequency) terminals.

Most features provided by the **Comfort Pro A IAB** programme can be set directly on the terminals without the aid of a PC. The configuration and administration of the programme are supported using the Comfort Pro's Web console and are explained in detail in the online help documentation.

Scope of Features

Call Number of Comfort Pro A IAB

The answering machine is accessed via an internal or external call. Your system administrator configures an appropriate subscriber call number in the Comfort Pro and gives it to the subscribers who have their own voicebox. After users dial this number, they are guided through further operation by **post-dialling** digits according to the voice prompts.

The Voice Menu: User Guidance

Internal and external users are guided acoustically through operation by prompt texts. The prompts are tailored to the current user – one who has a voicebox or any other caller connected to a voicebox – and to the situation at hand.

Depending on the type of system terminals used and the features they are equipped with, information regarding important features – such as playback or message deletion – is also indicated by the LEDs and on the display and/or by corresponding icons. On such devices, menus which have been specially integrated and expanded for the answering machine can be used instead of the number keypad to activate features.

Code-number procedures can be executed on the answering machine at all times by post-dialling digits – immediately after dialling the call number and before or during prompt texts.

Call Number and Time Stamp

All incoming messages in the voicebox are automatically stamped with their date and time of arrival. The caller's call number – if transmitted – is also recorded. The call number and the time stamp can be played back when you listen to messages; on system terminals they can also be displayed.

Welcoming and Closing Texts

The answering machine comes with standard texts. All voicebox owners can also record personal texts for welcoming and saying goodbye to callers.

Customised Prompt Texts

Users of a voicebox can edit (i.e. record, play, correct or delete) their personal prompt texts for the answering machine on any telephone or via the **Telefonie-Assistent** application. These texts can also be stored via the **Telefonie-Assistent** application.

Courtesy Service

The answering machine supports the **Courtesy Service** feature for configured user groups as well as for the external call numbers of the multi-terminal and system connection. Every caller hears the central welcoming text assigned to the user group or call number after a specified number of rings. This text could be a current advertisement, for example. Then he hears a ring tone again or **music on hold** until he is connected to the destination.

Users with appropriate authorisation can edit up to eight **central welcoming texts** for the answering machine. The Courtesy Service function in conjunction with a voicebox can be practical if a destination in the Comfort Pro is configured as an **enquiry station** with a queue in which each caller can be lined up.

Depending on the number of calls in the queue and on how long the waiting time is, a caller will subsequently be put through to the voicebox connected to the destination. Each owner of a voicebox can configure this in **Call forwarding after Time**.

Notification of Incoming Messages

The arrival of new voicebox messages will be signalled on a terminal either acoustically or optically (MWI: “Message Waiting Indication”).

Users of system telephones, e.g. a **Comfort Pro P 300** are notified via an **LED** and the **display**.

On cordless system terminals, e.g. a **Comfort Pro CM 300 handset** and in the **Telefonie-Assistent** application, new incoming messages are indicated by special **icons**.

On **standard terminals** without a message LED, the arrival of new voicebox messages is signalled acoustically. User hear a special dialling tone instead of the normal dialling tone when the handset is lifted.

The arrival of voicebox messages on **ISDN telephones** is also supported by the service feature MWI with the Comfort Pro. This procedure for signalling messages requires standardised ISDN telephones to be used. Please refer to the manufacturer's user guide for details.

E-mail Notification of Incoming Messages

Owners of an Comfort Pro voicebox can be notified of incoming messages **by e-mail**. This function is configured in the **Telefonie-Assistent** application.

Notification Call

Voicebox owners can also be notified of the arrival of messages in their voiceboxes **on a different terminal**. After accepting the call and entering their PINs, owners are directly connected to their voiceboxes.

Secretarial Function

The owner of a voicebox can define a **secretarial call number** that is called when incoming messages arrive in the box. In this case the message is not recorded by the voicebox.

Callers hear the welcoming text or the standard text for the secretarial function before being put through to the “secretary.” On accepting calls, the secretary is directly connected to the callers and can speak with them.

Forwarding to the Voicebox Secretary

If the voicebox owner has configured a secretary but has not activated the divert to the secretary, callers can put themselves through to the secretary. To do this, callers must press the star key ✳ either while they hear the greeting text of the voicebox or once they have begun to leave a message.

Tip

The voicebox owner should inform callers in the greeting that they can be connected to the secretary by pressing the star key ✳ .

Forward Message with Comment

The owner of a voicebox can **add a comment** to a message and forward it **internally** to the owner of another voicebox.

Remote Access and Remote Control

The answering machine can be accessed and controlled remotely from any DTMF-capable telephone or DTMF hand-held transmitter.

Operating Functions

PIN-protected Voicebox

All voicebox owners can safeguard the access to their voiceboxes with a secret code and can change this user-specific PIN as they please. The PIN query can be switched on/off at any time.

Call Forwarding to Voicebox

Voicebox owners can set call forwarding to their voiceboxes and can choose between call forwarding **busy**, **after Time** and **immediately**. The **busy & after Time** setting enables them to activate the two forwarding modes most frequently needed at the same time. If call forwarding has not been activated for the call number assigned to the voicebox or if the specified destination is not the call number of the answering machine, the voicebox will be switched to **off** status.

For voiceboxes with the **Central welcome track changeable** feature, **after Time** call forwarding has to be set.

Using the **secretarial function**, it is possible to have another subscriber call number called directly instead of your voicebox. If the secretarial call number is an external call number, the LCR (Least Cost Routing) configured in the Comfort Pro can be evaluated. This requires the voicebox owner to belong to a user group with the authorisation **LCR at call forwarding to external**.

Note: Several call forwardings can be linked to one another on the Comfort Pro communications system. Please keep in mind the information on call forwarding and voiceboxes in the “Call Forwarding” chapter in the “Mounting and Commissioning” manual.

Activating/Deactivating Your Voicebox

Voicebox owners can activate or deactivate their voice box at any time and also define the length of time available for recording individual messages.

Call Number and Time Stamp On/Off

Voicebox owners can switch the announcement of the caller’s call number and of the date and time of each incoming message on and off.

Welcoming and Closing Texts

Voicebox owners can select the welcoming and closing texts for callers to their voiceboxes. They can either use the standard texts or record and edit their own texts. If the option **Central welcome track changeable** is activated for owner's voiceboxes, they can also edit the central welcoming texts.

Callers can skip the greeting by pressing the hash key #. They can then leave messages immediately.

Listening to, Repeating and Deleting Messages

Voicebox owners can listen to newly-arrived and old messages in the box and delete the ones they have already listened to, either all at once or one at a time. Messages already listened to can be selectively accessed and replayed.

They can also listen to messages by pressing a programmed function key and accept a call while the caller is still recording his message on the voicebox.

Scrolling Between Messages

Voicebox owners can scroll through the messages that have been received. When a user does this, the answering machine switches from the current message to either the next message or the preceding one.

Pauses During Playback, Fast-forwarding and Rewinding

Voicebox owners can interrupt the playback of incoming messages and resume listening to them again at the press of a key. The playback of messages can be fast-forwarded or rewound in 5 second intervals.

Calling a Caller Back

Voicebox owners on a system terminal can also answer received messages **directly**. To do this, the messages must contain the caller's call number, which can be dialled automatically or from the voicebox voice menu using a **code**. The prerequisite for this feature is that callers have not suppressed the display of their call numbers.

Forwarding a Message

Each voicebox owner can forward a received voice message to another voicebox owner and, at the same time, add a spoken comment to the message.

Change Voicebox

Every caller to a voicebox has the possibility of changing the current voicebox. The new voicebox is identified via its call number. If the new voicebox is protected, the caller has to verify their identity by entering a PIN.

Leaving a Message

Every voicebox caller has the possibility of recording a voice message for another voicebox on their own voicebox and to send it.

Setting a Notification Call

Voicebox owners can have the arrival of messages in their voiceboxes signalled on other terminals, from where they can access their voiceboxes.

When owners dial in to their voiceboxes, they will hear a message if they have activated a notification call. This reminds them to deactivate the notification call if necessary.

Using the Answering Machine from a Remote Terminal

Voicebox owners with the appropriate authorisation can **externally** dial their voiceboxes and query messages, and edit their messages and central voicebox settings.

Voicebox owners can also leave messages **directly** for other voicebox owners.

Scope of Delivery

The following components are included in the scope of delivery:

- the **licence confirmation** for the “Comfort Pro A IAB”
- the files including the **texts** for the answering machine’s voice menu for user guidance on the terminals (are included on the communications system’s product CD)
- the “Comfort Pro A IAB” **user guide** (is included on the communications system’s product CD as a PDF file)
- the “Comfort Pro A IAB” **short user guide** (is included on the communications system’s product CD as a PDF file)
- the **online help** (is included on the communications system’s product CD)

To operate the “Comfort Pro A IAB” programme package you require a memory card. The prompt texts of the voice menus, welcoming and closing texts, and the received voicebox messages are stored on the memory card.

Recording capacity is increased by means of compression. The free capacity on the card is dynamically spread across all the voiceboxes, and the memory defined for each voicebox is not reserved.

With the Comfort Pro the Compact Flash card, installed on the basic module, is used.

The answering machine **Comfort Pro A IAB** is available in various configuration levels. The packages vary according to number of supported voiceboxes:

- **Comfort Pro A IAB** (integrated standard answering machine of the Comfort Pro):
  uses two bidirectional channels,
  is included in the delivery of the Comfort Pro,
  enables users to configure a voicebox,
  maximum recording time: 15 minutes (where a voice menu is loaded)

- **Comfort Pro A IAB 10**:
  uses four bidirectional channels,
  Licence for 10 voiceboxes,
  maximum recording time: 6 hours

- **Comfort Pro A IAB 24**:
  uses four bidirectional channels,
  Licence for 24 voiceboxes,
  maximum recording time: 6 hours

Each loaded language for the voice menu reduces the recording capacity of the answering machine by approx. 15 minutes.

Licensing: the Activation Procedure

You need an activation key to be able to configure and use the Comfort Pro A IAB programme package in your Comfort Pro. The licence confirmation you received with the programme package contains detailed information.

To activate the programme package ...

1. In the **Configurator**'s **System: Licences** menu, enter the activation key for the Comfort Pro A IAB programme package. This activates the package.

2. Then save the Comfort Pro configuration. The activation key is then also saved in the configuration file. In the event of servicing, after resetting the system's hardware for example, you can reimport this configuration file and the Comfort Pro A IAB programme package is then reactivated.

Note: If it is necessary to exchange the Comfort Pro's module board or if you have purchased a new licence for the Comfort Pro A IAB programme package, a new activation key must be generated by the Deutsche Telekom Technical Service for the new serial number.

Configuration and Administration

The answering machine can be configured and administered via the **Configurator** of the Comfort Pro. In order to do this you need the following:

- **Configurator Expert** authorisation (unless you have already logged in as the administrator), and
- the activation key for your version of the answering machine.

When updating the firmware, it may be necessary to load the current voice file. The voice files can be found on the Comfort Pro product CD.

Note: Further information regarding the update of the firmware and the configuration of the answering machine can be found in the online help documentation.

To configure the answering machine ...

1. Select the optional component **Comfort Pro A IAB Audio file** in the **System: Components** menu in the **Configurator** and load a voice file.

Note: The file format of the voice file loaded in a Comfort Pro is *.kda.

2. Enter the activation key for the answering machine in the **System: Licences** menu in the **Configurator**.
3. Define the basic programme setting in the **Comfort Pro A IAB: Settings** menu or determine the current programme status.

4. This is also where you configure the **call number** for the answering machine via which Comfort Pro users can query their voiceboxes.

5. Configure one or more voiceboxes for Comfort Pro users in the **Comfort Pro A IAB: Voice Boxes** menu (but only up to the maximum number of licensed voiceboxes) Please refer to To administer voiceboxes ... starting on page 25 below.

You can set up the Courtesy Service as follows ...

1. Activate the feature for a configured user group or for an external call number:

   – for a user group in the **User Manager: User groups** menu
   In this case, the central welcoming text is played if an caller rings a user in this group.

   – for an external call number in the **Telephony: Call distribution** menu
   Where so configured, the central welcoming text plays if an caller rings the configured MSN or the call number on the system connection. You define whether a central welcoming text should be played if the called subscriber is free or if busy (**Announcer at free** and **Announcer at busy**).

2. Define whether and how the system should react to calls with the **Courtesy Service**: Select an announcement (e.g. **Announcement 1**) or turn **off** the feature.

3. Activate the option **Central welcoming track changeable** for a voicebox in the **Comfort Pro A IAB: Voice Boxes** menu.

4. Call this voicebox and configure one or several announcement texts (up to eight are possible) in the voice menu of the answering machine, **menu 4 "Central welcoming texts"**.

Note: Detailed information regarding the settings in the **Configurator** menu can be found in the online help documentation.

To administer voiceboxes ...

As an administrator you have full authorisation to manage the voiceboxes of the Comfort Pro and to execute all subscriber-specific settings.

- You can configure a new voicebox or delete an existing one.
- You can select the language used for selected voicebox to guide callers through the voice menu.
- You can define the maximum recording time for a voicebox.

  The system's storage capacity is dynamically spread across all voiceboxes (i.e. across all users who have a voicebox). For this reason, the maximum possible recording time for a voicebox also depends on the number of voiceboxes configured.
- You can define the maximum length of a single message. The default setting is 60 seconds.

- You can activate the **Remote Control** feature for the user of a voicebox.

  Activating this feature enables the user to access his/her voicebox from a remote terminal and to operate them by remote control.

- You can activate the option **Central welcome track changeable** for a voicebox, allowing the user of this voicebox to configure and administer central welcoming texts.

  The **Courtesy Service** feature for the user group is actually activated in the **Configurator** in the menu **User Manager: User groups** or in the menu **Telephony: Call distribution**.

- You can reset the PIN for an existing voicebox. This PIN is a secret code with which a user can safeguard his/her voicebox against unauthorised access. If a user changes the PIN of his/her voicebox from a terminal and subsequently forgets it, you can reset these PINs to the factory setting of "0000" here.

- You can assign an internal call number to the voicebox. The subscriber with this internal call number thus become the owners of this voicebox.

  For each call number, you can individually define whether or not calls are to be diverted to the voicebox and how this should be done (**immediately**, **after Time**, **busy**, **busy & after Time**). In addition, you can define whether call diversion should apply only to internal calls (**Int. calls**), only to external calls (**Ext. calls**) or to all calls (**Int. + ext. calls**).

Using Comfort Pro A IAB

If your system administrator has configured a voicebox for a terminal's call number, calls which you do not (or cannot) accept are diverted to this box.

This chapter contains instructions on how to use the answering machine on your various terminals so that you can work with these voiceboxes.

Preset Functions

Certain functions are preset by your system administrator when configuring your voicebox:

- The PIN for your voicebox is set to "0000"
- The language used for guiding you through the voice menu from your terminal
- The maximum time for recording messages (once the recording time has been exceeded, subsequent callers cannot leave any messages)
- Message length, i.e. the time available to a caller for leaving a message
- Whether or not you have remote access to your voicebox – i.e. from a terminal other than the one assigned, and
- Whether or not you are authorised to edit central welcoming texts for the **Courtesy Service** feature.

Setting Functions ...

You can change a number of preset settings and activate other functions of the answering machine on your terminal and in the **Telefonie-Assistent** application (on the Web console of the Comfort Pro):

- You can change the message length (i.e. the recording time per message).
- You can activate/deactivate the entire voicebox or its individual functions – such as the announcement call number, time stamp, secretarial function and PIN query.
- You can use the answering machine to create and edit your own personal welcoming and closing texts for voicebox callers. If you wish you can also reactivate the standard texts.
- If you have authorisation, you can create and edit the central welcoming texts.
- If you divert your terminal to another call number, subsequent calls are no longer routed to your voicebox. The voicebox is set to the status **off** for your call number internally.

... on the Terminal

To access messages and configure your voicebox to your personal requirements, call the answering machine on the internal call number set up by your system administrator (see also Calling Your Voicebox from an Internal Terminal starting on page 32).

The voice menu of the answering machine guides you step by step through the programme's functions. Depending on the situation, you will be asked to press certain number keys in order to set a function or to change menus, and you can also record your personal texts here.

✳ Use the star key to confirm the input of a string of digits.

Use the hash key to cancel an entry or to return to the next-highest menu level.

0 Enter "0" to repeat the last prompt.

If you don't make any inputs for a long time, the connection to the answering machine will automatically end, after a message notifying you of this.

You can make your inputs both prior to and during a voice prompt by selecting a series of code numbers, thereby shortening the dialogue. Please refer to the Voice Menu graphical overview at the back of this user guide for these codes.

Note: I you call your voicebox while another caller is connected to it, you will get a message telling you that it cannot be accessed at the moment.

On a system terminal you can programme a function key to access voicebox messages (see Programming a Function Key starting on page 42).

... via the Telefonie-Assistent Application

You can also individually set your voicebox via the **Telefonie-Assistent** application (and thus overwrite some of the administrator's default settings). Additionally in the **Telefonie-Assistent** application, you can edit welcoming and closing texts.

1. On the Web console of the Comfort Pro, open the **Telefonie-Assistent** application.
2. If the system administrator has assigned you several terminals, first select the corresponding terminal from the selection list in the head of the **Telefonie-Assistent**.

3. Click on the **Configuration** tab.

   The **Configuration** window will then open. The current configuration of your voicebox is displayed in the **Voicebox** section. Via the **Voicebox - Announcements** section, you can listen to, record and select welcoming and closing texts.

   In the **Telefonie-Assistent** you can, for each configured time group, select a unique welcoming text and closing text. Welcoming and closing texts can also be set via the voice menu, but only for the currently active time group.

   In the **Telefonie-Assistent** you can also save your announcement texts (welcoming and closing text) and the central welcoming text to a drive or data medium. You can archive the stored files and restore them to the communications system (via the **System: Components** menu) at a later stage, so that you have a data backup e. g. in case the memory card needs to be exchanged or formatted.

Further information can be found in the online help for **Telefonie-Assistent** application.

Calling Your Voicebox from an Internal Terminal

There are two ways for you to have **direct access** to your voicebox from an internal terminal:

... from a telephone whose call number is not assigned to your voicebox

1. Enter the internal call number your system administrator has configured for the answering machine or press the function key you programmed (see Programming a Function Key starting on page 42).

   You will hear a prompt advising you to enter a voicebox number.

2. Enter the call number of the terminal whose voicebox messages you wish to access. Confirm with the star key ✳ .

   You cannot access the voicebox unless authorisation for **Remote control** has been activated.

3. Enter your PIN after the prompt. For a new voicebox, the PIN is always preset to “0000.”

   The answering machine will inform you as to whether there are any new messages in your voicebox.

4. You can now query and edit messages and make settings for your voicebox.

Tip

When listening to new messages you can terminate the connection to the voicebox by entering the code-number procedure **77**; all messages you have already listened to will keep the status “new”.

5. For all further operating steps, follow the instructions given in the voice menus.

Tip

When listening to a message, you can call the person back immediately by pressing the **7** key on your terminal.

... from a telephone whose call number is assigned to your voicebox

1. Enter the internal call number your system administrator has configured for the answering machine.

2. If the querying of a secret code is switched on, the enter it after the request.

   You will now be directly connected to your voicebox, and the answering machine will inform you whether there are any new messages in your voicebox.

3. You can now query and edit messages and make settings for your voicebox.

Tip

When listening to new messages you can terminate the connection to the voicebox by entering the code-number procedure **77**; all messages that you have already listened to will keep the status “new”.

4. For all further operating steps, follow the instructions given in the voice menus.

Tip

When listening to a message, you can call the person back immediately by pressing the **7** key on your terminal.

If you are using the answering machine on a Comfort Pro system telephone, you can also access your voicebox by entering **Applications: Voice-box** in the **Main menu** (see The “Voicebox” MenuCard on page 43).

!

Note: The secret code is a PIN that only safeguards the access to your voicebox. It applies to the terminal (the call number) assigned to this voicebox. The PIN query can be activated and deactivated in the voice menu, where you can also change the PIN (see Menu “3 Central settings” starting on page 47). If you forget your voicebox PIN, your system administrator can reset it to its factory setting, enabling you to define a (new) PIN for your voicebox.

Signalling of New Messages

When there are new messages in your voicebox, this is signalled on the terminals and in the **Telefonie-Assistent** application in different ways.

You can also be informed of new messages in the voicebox by e-mail if you have configured this function in the **Telefonie-Assistent** application. You will find information concerning in the online help.

... on the System Telephones

The LED of the Info key flashes, the display will advise of a received messages in the `Info` menu.

... on the Handsets

The icon indicates that new messages have arrived in your voicebox.

... in the Telefonie-Assistent Application

New voicebox messages are entered in the call list and are indicated by the icon.

... on Standard Terminals

New messages can be signalled by means of a notification call on standard terminals.

The arrival of new voicebox messages on **standard terminals** without a message LED is signalled acoustically. You hear a special dialling tone instead of the normal dialling tone when you lift the handset.

The notification of new voicebox messages on **ISDN telephones** is supported on the Comfort Pro by the MWI (Message Waiting Indication) service feature. The LED on a standardised ISDN telephone will start flashing when a new voicebox message arrives.

Accessing and Editing Messages

... on the System Telephones

1. Press the Info key **short** and select item `4 Voicebox` or press the function key you have programmed (see Programming a Function Key starting on page 42).

   You will see a list of incoming messages. New messages which have not been listened to yet are marked with a "+"; the most recent messages are at the top of the list.

2. Select a message and press the OK key.

3. You now have the following options:

   Via **Play** you can listen to the message.

   Delete deletes the message.

   Via **Dial** you can call back the caller.

   Via **Phone book** and **1 New Entry** you can add a caller to your telephone book, **2 Add** to edit all the details of an entry. **Save** your entries.

   Via **Forward** you can forward the message to another voicebox, either **without comment** or **with comment** added by you.

   Mark as new: If the message is addressed to another person and you accidentally have listened to it, you can use this menu option to reset the messages to the status “new”.

   Info displays the caller’s call number or user name, as well as the time and date of the message.

... on the Handsets

1. Press the Info key **short**.

2. Select the item **Voicebox mess.** and confirm with the **OK** softkey.

   You will see a list of incoming messages; the most recent messages are at the top of the list.

3. Select a message and confirm your choice with the **OK** softkey.

4. You now have the following options:

   Via **Play** you can listen to the message.

   Via **Dial** you can call the caller back.

   Delete deletes the message.

   Via **Phone book** and **New Entry** to add a caller to your telephone book, **Add** to edit all the details of an entry. **Save** your entries.

   Select **Forward** to forward the message to another voicebox, either **without comment** or **with comment** added by you.

   Mark as new: If the message is addressed to another person and you accidentally have listened to it, you can use this menu option to reset the messages to the status “new”.

   Info displays the caller’s call number or user name, as well as the time and date of the message.

   Delete all: All incoming messages are deleted (after confirmation).

... in the Telefonie-Assistent Application

1. Select the system terminal whose call list you wish to view.
2. Click on the **Incoming calls** tab.

   You will see a list of calls which have not reached you. Voicebox messages are indicated by the icon.
3. Click on one of the icons to listen to the message.

   If you wish to call the caller back, click on the caller's **call number** (if this has been transmitted).

Note: Detailed information on working with the **Telefonie-Assistent** application can be found in the online help documentation.

... on Standard Terminals

Proceed as described in the sections entitled Calling Your Voicebox from an Internal Terminal on page 32 and Calling Your Voicebox from a Remote Terminal on page 40.

Calling Your Voicebox from a Remote Terminal

If your system administrator has set **Remote control** authorisation for a voicebox, you can also access and configure this voicebox from an external terminal.

There are two ways to access your voicebox from an **external** terminal:

... using the Call Number of the Answering Machine
(this call number is included in the incoming-call distribution)

1. Select the MSN or system access call number to which your system administrator has assigned the internal call number of the answering machine.
2. Enter the **internal** call number of your voicebox – that is the call number of the terminal which has been assigned to the voicebox. Confirm your input with the star key ✳.
3. Enter your voicebox's secret code.
4. For all further steps, please follow the instructions given in the voice menu.

... using the Call Number of Your Telephone
(the call number of your telephone is included in the incoming-call distribution, you have diverted the telephone to the voicebox)

1. Dial the **MSN** or the system's **direct-inward-dialling number** on which external callers can reach you.

   You will hear the welcoming text of your voicebox.

   You can skip the text by pressing the hash key #.

2. Enter your voicebox's secret code.

3. For all further steps, please follow the instructions given in the voice menu.

Programming a Function Key

On a system terminal (e.g. a Comfort Pro P 300) you can programme a function key to query your voicebox messages. This function key will enable you to listen to your saved messages. Should a caller be in the process of leaving a message on your voice box, you can accept the call by pressing the function key.

You can also programme another function key for making voicebox calls.

Press and hold down the programmable key, then select ...

Features and confirm by pressing the OK key.

From the **Main menu** MenuCard, select the **9 Voicebox** menu item.

- **1 Voicebox mess.**: You can set that you want to listen to the messages in your voicebox.
- **2 Call voicebox**: You can set that you want to call your voicebox.

Confirm with **Save** and end the programming.

The “Voicebox” MenuCard

After a voicebox has been configured for anComfort Pro user, the **Main menu** is on the assigned system telephone.

The new **9 Applications: Voicebox** menu will help you work with the answering machine. The menu contains the following entries:

Voicebox mess.: This contains a list of incoming messages. These can be edited (please refer to the sections entitled ... on the System Telephones starting on page 36 and ... on the Handsets starting on page 37 in the Accessing and Editing Messages chapter).

Call voicebox (the voice menu): You call your voicebox and then identify yourself with your secret code. The answering machine will advise you whether there are any new messages in your box. In this situation you can also edit new and existing messages and also edit settings for your voicebox. To do so, please follow the instructions given in the voice menu (see also The Voice Menu of the Answering Machine starting on page 44).

The Voice Menu of the Answering Machine

The voice menu is divided into the following sub-menus:

1 New messages
2 Existing messages
3 Central settings
4 Central welcoming texts
5 Changing a voicebox
6 Recording and sending a message

You are acoustically guided through these menus by voicebox texts and, on system terminals, by LEDs and information on the display screen. The voice menu is operated by using the number keypad and the star key ✱ and hash key # of your telephone; alternatively, on system terminals, you can also use menus which have been specially integrated and expanded for the answering machine.

Note: Inputs which you frequently make can be abbreviated by using a series of corresponding code digits – this shortcut is referred to as a “code-number procedure” and can be used both prior to and during the voice prompts. You will find a table containing an overview of the code-number procedures at the back of this manual.

The following examples are based on having **96** as the configured call number for the answering machine.

Menu “1 New messages”

You can listen to your new messages in this menu.

For each message, the caller’s call number and the time point (date and time) of the call are announced, providing you have set this in the `3 Central settings` menu and the information is available.

Here you can delete either individual or all the messages as well as immediately returning a call.

Example “Listen to message”: **96 0000 2 5 4**

You call the answering machine (**96**). The system asks you to enter your secret code. You enter **“0000**” as your voicebox is new and you have not changed your secret code yet. You hear that there are new messages for you in your voicebox and you let these be announced. You have one of the messages repeated (**2**), interrupt it while it is being played back (**5**) and rewind it five seconds (**4**). Then you continue, either using the code numbers or waiting for the prompts of the voice menu.

Tip

When listening to new messages you can terminate the connection to the voicebox by entering the code-number procedure **77**; all messages you have already listened to will keep the status “new”.

Example “Call back caller”: **96 0000 7**

Call the voicebox (**96**). The system asks you to enter your secret code. You enter **“0000**” as your voicebox is new and you have not changed your secret code yet. You hear that there is a new message. While listening to the message, you can return the call (**7**).

Menu “2 Existing messages”

In this menu you can listen to existing messages that are still stored.

For each message, the caller’s call number and time point (the date and time) of the call are announced, providing you have set this in the `3 Central settings` menu and the information is available.

Here you can delete either individual or all the messages as well as immediately returning a call.

Note: You should delete messages that are no longer needed. This will free memory space for recording new messages.

Example: **96 4321 2 8 5** ✳

Call the voicebox (**96**) and enter your secret code, which you have in the meantime changed to (**4321**). Of the messages still present (**2**), you want to listen to the fifth one (**8**) (**5**), and you confirm your input of the message number with the star key.

Menu “3 Central settings”

In this menu you can define which welcoming and closing texts are to be used for people who call your voicebox, how messages are to be recorded in your voicebox (if at all), and to whom incoming messages are to be signalled and how this should be done. Here you can also define a “secretary” to be called instead of the voicebox.

This menu also contains the function which you can use to change your secret code.

- You can record and delete welcoming and closing texts for your voicebox callers, select your personal text for the current prompt and, if you wish, also activate the provided for this purpose standard texts.

  Example: **96 4321 3 2 8**

  You would like redefine the closing text for your voicebox, before, though, you listen to the current assignment (**3**) (**2**) (**8**). For example, you hear:

  Selected text is standard text

  If you wish to make another selection or record a new text, continue by using the code numbers, or wait until you hear the prompts in the voice menu.

Example: **96 4321 3 2 8 9**

You define that no closing text for your voicebox callers should be announced.

Note: The welcoming and closing texts that are set, are valid for the time group that is active at that moment. In the **Telefonie-Assistent** application you can set these texts for different time groups.

- You can switch on (or off) certain settings for your voicebox:

  You can determine whether or not callers can leave messages in your voicebox and the maximum time available for a single message.

  You can switch on (or off) the announcements stating the call number and the date and time before messages are played back.

  Example: **96 4321 3 3 3**

  In the above example you switch the announcement stating the call number on or off: the announcement is switched **off** if it was previously **on**, and it is switched **on** if it was previously **off**.

  You can switch the secret code query for internal calls to the voicebox on or off.

- You can define a call number on which you are called on another terminal when a message arrives in your voicebox and can then activate the respective function (on or off).

  If the notification call is activated, the voicebox will set up an independent connection to the notification call number which has been configured. After accepting the call, you can immediately start working with your voicebox.

  If you want to define an internal call number for the notification call function and your telephone is set to automatic trunk line seizure, you have to press the star key twice before entering the call number.

  Example: ✳ ✳ **30**

- You can use the secretarial function.

  You can specify the call number of a "secretary" who is to be called instead of your voicebox and then activate the function (on or off).

  If you want to define an internal call number for the secretarial function and if your telephone is set to automatic trunk line seizure, you have to press the star key twice before entering the call number.

  Example: ✳ ✳ **31**

  If the secretarial function is active, a caller to your voicebox is informed of this by your welcoming text or by the standard text for the secretarial function, and no message is recorded in your voicebox.

The caller will hear **Music on hold** while the connection to the secretary is being set up. Once the call has been accepted, the caller is directly connected to the secretary and can speak to them.

Example: **96 4321 3 8 2**

You switch the secretarial function off (the currently defined secretarial call number remains stored).

Callers can now put themselves through to the secretary. To do this, they press the star key ✳ when they hear the greeting or have begun leaving a message. You should inform the callers in your greeting that they can be connected to the secretary by pressing the star key ✳.

Note: The call number for the notification call and the call number of your secretary can be an external call number (for example, for the notification call your private call number at home). However, you can only use this function in association with external call numbers if you belong to a user group with the corresponding external authorisation and if the programmed call number is not entered in the relevant blacklist. Information on authorisation, user groups and blacklists can be found in the online help.

- You can change your secret code.

  Example: **96 4321 3 9**

  You are prompted to enter your new secret code twice, and the change is acknowledged. If you forget your secret code, your system administrator can reset it to its factory setting of “0000.”

Menu “4 Central welcoming texts”

The **Central welcome track changeable** option can be set for your voicebox. This setting authorises you to edit the central welcoming texts for the voice menu of the answering machine (using **Record**, **Play** or **Delete**).

Note: This menu is only available if this option is active for your voicebox.

You can define up to eight welcoming texts. The assignment of a welcoming text to a call number is set in the **User groups** menu or in **Call Distribution** in the Comfort Pro **Configurator**. In order to do this, you need **Configurator Expert** authorisation (unless you have already logged in as an administrator).

Menu “5 Changing a voicebox”

In this menu you can change directly from your current voicebox to another voicebox.

The change to another voicebox is only possible if it has the **Remote control** authorisation.

Your are now prompted to enter the call number and the secret code of the other voicebox.

Once you are in the other voicebox, proceed as if you had called it directly.

You can access the voicebox only if no other party is trying to gain access at the same time. If the voicebox is busy you will hear an announcement.

Menu “6 Recording and sending a message”

In this menu you can record and send a voice message for another voicebox.

You are now prompted to record the message and can then send it to the user of the other voicebox. An announcement will inform you about the success.

Note: You will find a table containing an overview of the voice menu structure at the back of this user guide, and can be printed out as an aid guide.

Appendix

Technical Data

Number of ports	Comfort Pro A IAB standard answering machine: 2 Comfort Pro A IAB 10: 4 Comfort Pro A IAB 24: 4
Number of voiceboxes	Comfort Pro A IAB standard answering machine: 1 Comfort Pro A IAB 10: 10 Comfort Pro A IAB 24: 24
Storage capacity (including prompt texts)	Comfort Pro A IAB standard answering machine: 28 minutes Comfort Pro A IAB 10: 6 hours Comfort Pro A IAB 24: 6 hours
Languages	German, English
Maximum message length	Adjustable (per user)
Maximum recording time	Adjustable (per user)
Call numbers	1 (per voicebox)
Welcoming texts (per user)	7
Closing texts (per user)	4

Courtesy Service	Yes
Central welcoming texts	8 (for entire system)
Message Waiting Indication (MWI)	Yes
E-mail on message arrival	Yes (configurable via the Telefonie-Assistent application)
Notification call	Yes
Secretarial function	Yes
Listening to messages via PC	Yes
Callback by means of a code	Yes
Forwarding a message	Yes
Change voicebox	Yes
Leaving a message	Yes
Time stamp	Yes
Length of user PIN	6 digits
Memory card	Compact Flash Card, pre-installed on the basic module
Power supply	Via the Comfort Pro communications system
Ambient conditions	As for the Comfort Pro communications system

Overview: Voice Menu

Central Settings

Main menu
1 New messages
2 Existing messages
3 Central settings
4 Central welcoming texts
5 Change voicebox
6 Record and send message

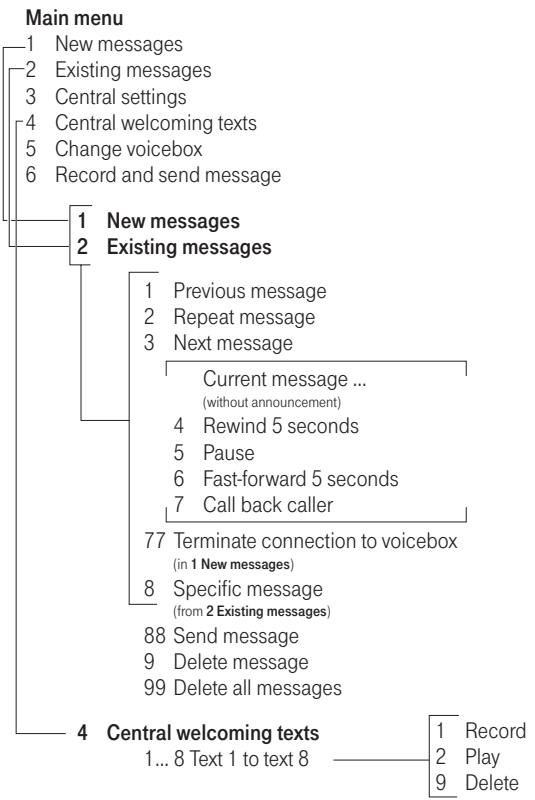
3 Central settings
1 Welcoming texts
1 ... 7 Text 1 to text 7
8 Select text *)
9 No text
2 Closing texts
1 ... 4 Text 1 to text 4
8 Select text *)
9 No text
3 Settings
7 Notification calls
1 Change notification number
2 Notification call (on/**off**)
8 Secretarial function
1 Change secretarial number
2 Secretarial function (on/**off**)
9 PIN number

1 Record
2 Play
9 Delete

*) Default setting: standard text

Settings
1 Message length (**60 sec.**/specify)
2 Message recording (**on**/off)
3 Announcement of phone number (**on**/off)
4 Announcement of date/time (**on**/off)
6 PIN query (**on**/off)

Messages and Central Welcoming Texts



In all menus:

*	Confirm entry	#	Cancel action
0	Repeat announcement	#	Go back one menu

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